



FAMILY HANDBOOK



COMMUNITY
SITES

2023-24

WWW.TUTORSMART-TOLEDO.ORG



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INTRODUCTION 01



**WELCOME TO
TUTORSMART**



We're excited to work with you and your student to help them reach grade level and succeed in school.

WHAT YOU CAN EXPECT FROM US

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PROFESSIONALISM



Our tutors are experienced educators who have all undergone thorough background checks – we want only the best people working with your student!

UPDATES FROM US



For students with at least 10 days of tutoring with us, we'll reach out regularly to help you stay informed of their progress. And if you'd like a more detailed analysis of your student's growth, we're happy to set up a meeting with you.

A VOICE IN THE PROCESS



You will have opportunities to give us feedback on how we're doing and what the TutorSmart experience has been like for you and your student.

HOW IT WORKS 03

COMMUNITY SITES



Our community-based tutoring sites are usually in a library or community center. Our program there is for students in grades 1-6, and runs Monday through Thursday, one hour each day. We usually have several staff members (tutors, program assistants) and volunteers on-site, so your student can benefit from a low student/tutor ratio.

To sign your student up for tutoring at one of our community sites, just go to our [website](#), click the big purple “enrollment” button in the upper right corner, choose “Enroll in Community Location”, and fill out the Google form. Our people will reach out to you by email with further instructions, and we’ll start working on getting your student set up with an official Start Date and a MobyMax account.



WHAT IS MOBYMAX?

EDUCATIONAL TECHNOLOGY

MobyMax is an online learning platform we use to help us tutor your student better. When your student first starts with TutorSmart, we have them take placement tests* through MobyMax that help our tutors figure out which areas of math and reading to focus on.

As your student regularly does some work on MobyMax, the program's Adaptive Learning software automatically adjusts the questions to better target your student's learning needs. Even outside our program times, your student can still log on to MobyMax at home - so the learning doesn't have to stop over the weekend, for example.

We also use MobyMax to track your student's progress as they learn and grow with us. And as their parent or guardian, you can use the MobyMax "Parent Portal" yourself to check in on how they're doing on their work. Just go to mobymax.com, click the Sign-In button in the upper right corner, select the "As a Parent" tab, and sign in using the same login information your student uses for their account.

*If our placement tests show that your student is already on grade level, we may want to talk with you about whether our program is really a good fit for them. Our strength is helping kids who are behind catch up; we aren't really set up to help kids who are already doing well do even better.

ATTENDANCE

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Once your student starts attending TutorSmart, we recommend you try to get them there at least three times a week – that’s what seems to get the best results for our students. It’s ok for them to miss now and then, especially if you keep us informed about it (and if your child is too sick to go to school, please keep them home from tutoring as well). But if your student is absent for two weeks in a row, we will “move them to inactive status” – which means they won’t be able to return to our programming until the start of the next Session (Winter or Spring, for example). We only have so much room in our program, and if your student isn’t attending consistently, we want to free up that space for other students who need our help.

SIDE NOTE: SNACKS & ALLERGIES



We find that kids learn best when they’ve had a little something to eat recently, so many of our sites distribute snacks to the students. If your child has a food allergy we should know about, please communicate that allergy to TutorSmart staff as soon as possible!





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CALENDAR

FOR THE 2023-24 SCHOOL YEAR

SESSIONS:

Fall Session: September 25th - December 21st

Winter Session: January 8th - March 27th

Spring Session: April 8th - May 2nd

BREAKS (NO TUTORING):

Turkey Break: November 20th-24th

Santa Break: December 25th - January 5th

Bunny Break: April 1st-5th

END-OF-YEAR STUDENT CELEBRATION:

Thursday, March 28th

Because we run our programs in community centers, we can only operate when the host site (library, for instance) is open; if they close for some reason, our programming will be canceled while they're closed. In cases of extreme weather, TutorSmart may choose to cancel programming even if the host site is still technically open – we may feel it's not safe for our tutors to be out on the roads. But if we do need to cancel programming at some point, whether for these reasons or something else, we'll be sure to let you know via email and/or phone.



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BEHAVIOR & CLASSROOM DISCIPLINE

LEARNING IN PEACE AND SAFETY



Both TutorSmart and the community organizations that host our programming expect our students to behave well during tutoring, so that everyone has a chance to learn in a safe, peaceful place. When and if any behavioral issues arise, our staff will gently work with the students to get things back on track, and if more serious challenges continue, we will be sure to communicate about these concerns with the families involved as well - so we can find the best way to help all our students keep learning.

When and if more serious conflict occurs at a tutoring site, TutorSmart uses a process we call “Restorative Justice” - this is about bringing together the people affected by the situation, so we can address the needs and responsibilities at work, and start to heal harm that’s been done to relationships at the site. We’ll take the lead on that process, if the need for it ever arises; we just ask our students and their families to be willing to participate, if we ask them.



STUDENT SAFETY 08

SUPERVISION BEFORE & AFTER



Because we run our tutoring in locations hosted by other community organizations (like the Public Library, for example), TutorSmart is not able to take responsibility for your student's supervision at that location before or after tutoring – but we will make sure they are well cared-for during our program.

TRANSPORTATION



TutorSmart is not able to provide transportation for students at our community-based locations. You'll have to make sure your student can get safely to and from our program each day they attend.

INCIDENT REPORTING & PROTOCOLS



The community organizations that host our tutoring all have their own policies and protocols should any safety-related incidents occur, and we cooperate fully with their processes for incident reporting, etc. TutorSmart also has its own internal rules and reports that we use in addition to those set up by the community organization hosting our program.

CONTACT INFORMATION



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